

REPORT ON STATUS OF AGENCY RECORDS PROGRAM

I. GENERAL PROGRAM STATUS

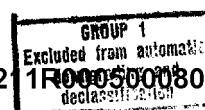
1. This Agency is complying with the provisions of the Federal Records Act of 1950, Public Law 754, and the regulations issued by the GSA under it. Although our intelligence operations are unique and exempt the Agency from compliance with various Federal laws and regulations, our records problems are similar to those in other agencies. Consequently, we adopt basic standards, procedures and guides established by GSA and modify these, where necessary, to suit our needs.

2. We maintain a close relationship with the National Archives and Records Service of General Services Administration through cleared liaison with Messrs. Everett O. Alldredge and Herbert E. Angel, Assistant Archivists. In addition, Mr. Robert Krauskopf of the National Archives for discussing technical problems on records disposition and obtaining authority from the Congress to destroy our records.

3. The Agency Records Administration Program includes Forms, Correspondence, Reports, Vital Records, Records Scheduling and Disposition, Mail Management, Files Systems and Equipment, and Records Center Operations. Information obtained from other agencies indicates that they have the same program content as we do, but all of the elements are not included in a single organization in the Agency. The Hoover Commission Report in 1954 recommended the inclusion of all Agency paperwork management elements in one organization; GSA advocates this, and we have had this arrangement since 1953. Large industrial concerns such as Union Carbide, Bethlehem Steel, and Chase National Bank have been successful with such an organizational arrangement for paperwork management.

4. Our Agency Records Administration program is considered by GSA to be one of the best in the Federal Government. Approximately 96% of our records are managed by Records Control Schedules; this compares with an average of about 80% government-wide. The Records Control Schedule is generally considered a reliable measuring stick for a successful records management program for either Government or industry. On this basis, we compare favorably with both Government and industry.

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✓ 5. The benefits from an integrated records management program can be evaluated in terms of tangible and intangible benefits. Some of the standards for determining tangible benefits are:

- a. Space saved by destruction or retirement of records,
- b. Money saved by avoiding the purchase of new filing equipment,
- c. Money saved by combining or eliminating forms (printing costs),
- d. Manpower saved by improvements in paperwork procedures and systems.

✓ The attached chart, Exhibit 1, shows cumulative tangible savings of \$13,500,188 realized from the Agency Records Management Program from 1955 to 1964. ✓

II. CORRESPONDENCE MANAGEMENT

1. You suggested in your memorandum of 7 April 1964 (DDS 64-2012) that ✓ correspondence procedures be refined to require the originator to indicate where the official file copy is held. This is being practiced to a limited degree throughout the Agency. The Office of Logistics adopted this procedure several years ago. Current correspondence techniques call for the official copy of a file to be denoted by a yellow tissue copy. This standard was established in our 1955 Correspondence Manual and is contained in the pending version. The file copy is usually indicated by the typist under Distribution "1 copy for file." We have also extended this idea by identifying certain areas in the Agency where by function an office is the "office of record." In November 1961 we prepared a list of files with the offices of record and sent these to all Area Records Officers for information and guidance.

2. When preparing and reviewing records control schedules for Agency components we determine where the record copy is maintained. After establishing the office of record, the remaining copies of the same or similar files are evaluated in accordance with their use and value to the immediate office in which they are located and as to their value to the Agency as a whole. We then authorize destruction or short term holding for the extra copies.

3. A gradual trend is toward the use of more form letters. During a paperwork survey in the Office of Security more than 20 form letters or short form memos were created to replace the repetitive typing of identical or similar type replies to inquiries. The Office of Personnel uses form letters in its Recruitment and Placement Program; some DDP Offices are using form memos; and recently a form letter was devised for the Office of Finance. Other offices are using pre-printed short memos on a limited basis.

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4. The Speedletter, Form 1831, originally designed for the Office of Logistics for informal correspondence between Headquarters and Field Offices has been adopted for use in other offices. The Speedletter reduces the need for a formal letter and expedites replies to inquiries. One of its big advantages is that the messages can be handwritten or typed on the form.

5. The revised version of the Correspondence Handbook was forwarded to the Regulations Control Staff in August 1963 for editing and publication. Since then we have received numerous calls concerning the issue date of the Handbook. The Office of Training is anxious to have the revised version as a teaching guide for new employees; NPIC is developing one for their own use, using our draft as a guide; secretaries and typists have called us for guidance on correspondence. An early publication of the Handbook would meet these needs.

6. In addition to intangible savings, Chart 2 reflects the tangible savings amounting to approximately \$70,000 realized from a correspondence survey conducted by this Staff in 1954 and 1955. This is indicative of savings that can be accomplished from a survey.

III. FORMS MANAGEMENT

1. During the quarter ending 30 June 1964, we completed 113 forms actions; these include forms originated in the offices by users or component Records Officers and those analyzed and designed by this Staff. A savings of \$9,032 was realized during the quarter by improvements in forms designs, consolidation of forms, and changes in printing specifications.

2. The chart, Exhibit 1, shows tangible savings of \$716,386 from Forms Management activities for 1955-64. For FY 64 only, these savings amounted to \$42,000.

3. The attached charts, Exhibits 3 and 4, show that the cost of printing forms for the past fiscal year was approximately \$17,000 less than that in FY 1963, and the number of copies of forms almost 5,000,000 less than the previous year, despite an increase of 166 (8%) in the number of active forms.

4. Government and industry use the same standard for measuring the costs of processing forms; this is 20 times printing costs. On this basis the Agency costs for processing forms based on 1964 printing cost figures would amount to over \$5,000,000.

5. Even though forms management is potentially an area where considerable economies can be accomplished, we cannot spend much time in this area because of our small staff. However, we are trying to compensate for this by training Records Officers and other individuals in Agency components in forms management. We have already conducted workshops in the DDS, DDI, and DDP areas and are planning additional workshops for other areas and groups.

IV. VITAL RECORDS

1. During this last quarter of FY 64 a vital records schedule was prepared for the DDS&T. With this schedule, all offices in the agency have been covered.
2. Current revisions are being made in vital records schedules to eliminate records no longer considered vital, to include those which have been recently identified as essential, and to eliminate duplicate deposits.
3. Our Vital Records program is regarded as a model for other agencies. We have assisted State Department and Atomic Energy Commission in developing their programs. GSA wants us to continue presenting our Vital Records workshop at the seminars they conduct for government and industry, and NSA wants us to present our workshop to their people.

V. RECORDS DISPOSITION

1. Records Disposition is probably the most productive phase of the Records Management Program, insofar as tangible benefits are concerned. This phase of the program is carried out through the medium of records control schedules and the operation of the Records Center. Since about 96% of all agency records are covered by schedules, we can pin point savings by the elimination of filing equipment, savings in office space by removing unneeded records, and savings in manpower. The estimated cumulative savings for records disposition amounted to over \$10,000,000 for the period 1955-1964. The chart, Exhibit 5, which reflects these savings does not include savings which accrued through destruction of obsolete records at agency headquarters
2. Despite the significant progress made through records disposition, there are a number of areas which need improvement. The entire records picture in NPIC, for instance, has to be surveyed and a plan developed for disposition of their records. The records at overseas stations should also be covered by schedules.

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3. Constant improvements are being made in disposition instructions in the existing records control schedules. For example, the disposition instruction for case files in the Interrogation Division, Office of Security, was changed from indefinite retention to 35-years; the dossier files of OCR Biographic Register will be returned to them for review for possible destruction after 5 years instead of retaining them indefinitely at the Records Center; a reduction in the retention period for some procurement and supply records enabled the Records Center to destroy 482 cubic feet of old records; similar records will now be retained for a maximum of six years instead of eleven.

4. Of particular significance during this reporting period was the obtaining of authority from the National Archives to destroy case files in the Central Cover Staff of DDP. This gives us legal authority to destroy a significant volume of records.

5. The records control schedules require constant updating and revision due to reorganizations, transfer of functions, changes in operating programs, and the refinement of disposition instructions. The initiative for making these revisions is the responsibility of the ARO subject to review and final approval by the Records Administration Staff.

VI. FILING SYSTEMS AND EQUIPMENT

✓ 1. This is another area which produces significant tangible results. By exercising reasonable controls over the purchase of new filing equipment, by maintaining standards for the procurement of filing equipment and supplies, and by utilizing existing filing equipment we saved \$8,570 in the last quarter of FY 64. The cumulative savings from this program approximates one-half million dollars.

✓ 2. Valuable intangible benefits accrue to the agency through the use of a uniform subject-numeric filing system for certain types of records. To date, 250 installations have been made throughout the Agency. Training in the subject-numeric system is carried on currently by OTR. New clerical employees are being instructed in the system. On-the-job training is done by the Records Administration Staff.

3. New installations of shelf files continue to produce substantial economies in office space, office equipment, and manpower. To date, 73 installations have produced estimated savings of \$286,000.

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VII. REPORTS MANAGEMENT

1. The tangible results from this phase of the Records Management Program are shown on Exhibit 2. Priorities in other areas have prevented us from conducting an extensive program in this phase of records management. Recently, however, we have:
 - a. Inventoried the reports prepared by tabulating machine methods in the Office of Computer Services.
 - b. Discussed the possibility of an active program with the Office of Security.
 - c. Discussed the possibilities of a reports management program with officials in the Office of Finance.
 - d. Obtained information from FAA, Bureau of Internal Revenue, and the Department of Agriculture on the operation of their programs.

VIII. RECORDS CENTER AND ARCHIVES

- ✓ 1. The cumulative gross receipts of records in the Records Center from 1949-64 total 151,109 cubic feet--the equivalent of almost 19,000 four-drawer safes valued at \$9,500,000. The chart, Exhibit 6, shows the upward trend of receipts in the Center.
2. Net holdings on June 30, 1964 amounted to 82,452 cubic feet. These records came from all agency components as shown in Exhibit 7.
3. During FY 64 the net growth of records in the Center was 1,605 cubic feet; the lowest net growth in the 15-year history of the Records Center. This was accomplished by diligent efforts on the part of all Agency Records Officers, the Records Center Staff, and the Records Administration Staff. Based on this excellent experience and a program of continued emphasis on records disposition, I believe that the prediction I made in my report of 23 January 1964 to you is still valid, " . . . that the Records Center will be filled by April 1967."
- ✓ 4. In order to avoid the necessity of enlarging our Agency Records Center, arrangements have been made with GSA for utilization of a small amount of secure area space in the Federal Records Center at Alexandria, Virginia, now. Additional space will be obtained from GSA when the new Federal Records Center at Suitland, Maryland, is completed in 1967.

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IX. SURVEYS

1. Records Management surveys are conducted by our staff at the request of operating offices. Such surveys include all paperwork activities, such as, regulations, forms management, mail procedures, files systems, records disposition, vital records, and special filing equipment. Tangible savings from surveys for fiscal years 1955-64 are shown on Exhibit 8. A savings of \$1,874,100 has been realized.

2. Here are a few significant surveys completed recently:

a. **USIB INTELLIGENCE COLLECTIONS**

Results: Brought about agreement for USIB Community controls of individual publications and a reduction in the reference collections in each consumer agency with a corresponding increase in file space.

b. **CABLE ARCHIVES**

Results: Estimated savings \$150,000. Transferred functions of Signal Center to Cable Secretariat; eliminated microfilming of cables; lifted some restrictions on cables for users; savings of about 1500 man-hours annually in servicing requests.

c. **WH REGISTRY - Registry Operations**

Results: Reduced overtime 37½%; revised filing systems; recaptured 60% of one clerk's time; discontinued logging procedures and duplicate files.

d. **MEDICAL STAFF - Registrar's Office - Forms Management**

Results: Realignment of personnel and work flow to expedite processing; change in filing equipment; eliminated 12 forms, revised 15 forms, developed 11 new forms; eliminated preparation of a card file.

e. **DDP/SUPPORT STAFF FILES**

Results: Developed a uniform filing system for support records; prepared a filing guide; developed a records control schedule which brought under control 5,000 cubic feet of support records.

f. **DDSET**

Results: Developed Records Control Schedules and Vital Deposit Schedules; established mail system and procedures; set up filing systems; instructed Records Officer in records management procedures.

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g. OCR - Administrative Staff

Results: Destroyed 16 cubic feet of obsolete records and earmarked 6 feet for retirement to Records Center; installed Subject-Numeric File System; replaced heavy duty folders with less expensive kraft folders, (a savings of 24¢ on each folder); instructed personnel in file maintenance techniques; returned surplus filing equipment to stock--valued at \$2,150.

h. OO/CONTACT DIVISION - Index Branch

Results: Submitted 19 recommendations for improving systems, procedures and files; for reorganization to better utilize space and personnel; to reduce backlog and overtime; a tangible savings of \$4,500 from a change in filing equipment with an increase in floor space. The Division is undergoing a major revision of its organization as a result of one of our proposals.

X. MICROFILMING

1. The Administrator of GSA has advised the heads of all agencies that microscopic blemishes have been found on microfilm. These blemishes appear in the microfilm processes of both government and industry and may destroy the images on some of the film. GSA has also advised the heads of agencies that they will not approve the disposal of records of permanent archival value based on the retention of a microfilm copy of the originals. Microscopic blemishes have been found on some of our microfilm.

2. A joint research program is now underway between government and industry to determine the extent of the film damage and to develop ways for solving the problem. This Agency is participating in the research program by underwriting a proportionate share of the costs of the program. In a letter dated 7 August 1964, Mr. Kirkpatrick notified Dr. Grover, Archivist of the United States, that CIA would share in the costs of the program. In the meantime, we do not plan to substitute microfilm for permanent paper records.

XI. ESTABLISHMENT OF A USIB RECORDS CENTER

1. An agreement was reached by the Records Officers of the USIB agency to maintain a centralized storage area for USIB intelligence documents. Concurrences for transfer and storage of USIB material to the Federal Records Center was obtained from the Office of Security and the Office of DDI.

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- ✓ 2. GSA will designate space for a USIB Center in the Federal Records Center to be constructed in Suitland, Maryland. Occupancy is expected in July 1967. In the interim period, classified documents will be housed in the Federal Records Center at Alexandria, Virginia. Specific authority for the transfer of classified documents to the Alexandria Center was obtained from the Chief, Physical Security Branch, O/Security, on 14 July 1964 and 240 cubic feet of records have been transferred there.

XII. FUTURE PROGRAM OBJECTIVES

Continue the Agency-wide Records Administration Program as outlined in HR and undertake as many of the following specific assignments as possible and feasible.

- ✓ 1. CONDUCT SURVEYS OF FORMS TO DETERMINE THEIR CONTINUED NEED AND THE EFFECTIVENESS OF THE PROCEDURES RELATED TO THEM.

Continue joint surveys with the Agency Records Management Officers to:

- a. Control unofficial forms that are worth controlling.
- b. Study and improve the existing forms and their procedures.
- c. Eliminate those forms that no longer serve a useful purpose.
- d. Combine the forms that can be combined.
- e. Teach the Records Officers how to develop, control, and improve their forms and procedures.

- ✓ 2. CONDUCT SURVEYS OF AGENCY REGISTRY PROCEDURES

Two surveys made by this staff indicate the possibility of substantial savings in money and manpower by standardizing and simplifying registry operations.

- ✓ 3. CONDUCT AN AGENCY-WIDE CLEANUP CAMPAIGN.

Detailed plans will be developed and submitted for a campaign to eliminate paper from office areas.

- ✓ 4. CONDUCT RECORDS DISPOSITION SURVEYS IN SELECTED OVERSEAS AREAS.

Informal reports from several agency officials indicate that there may be substantial accumulations of support and other types of records in some field stations. The DIF Records Management Officer will give me an inventory of overseas records in October from which I will develop a specific plan.

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5. DEVELOP PROGRAM, PLANS, AND PROCEDURES FOR THE OPERATION OF A USIB RECORDS CENTER IN 1967.

A staff study will be developed outlining the plan, the operating procedures, and the advantages of the program.

6. CONDUCT TRAINING PROGRAMS FOR RECORDS MANAGEMENT OFFICERS AND OTHER AGENCY PERSONNEL.

- a. Continue the presentation of workshops in Forms Management, Vital Records, Records Center Operations, and Filing Systems.
- b. Develop additional workshops in correspondence, filing equipment, and records disposition.
- c. Conduct an on-the-job training program for component Records Management Officers through round table discussions and other appropriate methods.

7. DEVELOP A CONTINUING RECORDS MANAGEMENT PUBLICITY PROGRAM.

Exhibit posters on the bulletin boards and publish articles in the Support Bulletin to publicize our program.

8. CONDUCT OFFICE OF RECORD SURVEY.

a. On the basis of information contained in Agency records control schedules, and with the assistance of component Records Management Officers, prepare a formal listing of official files and the organization responsible for maintaining them.

b. Official files will be established and maintained so that a complete record of the policy or action taken will be the responsibility of the Office of Record. The need, therefore, for maintaining duplicate files will be reduced to a minimum.

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